

THE CUSTOMER EXPERIENCE CAREER PATH

Make an impact in the skilled trades by working in customer experience.



START

1

Earn Your High School Diploma or GED Certificate

Visit our website to learn more about the soft skills needed in the trades.



JUNIOR

2

Junior CSR/Dispatcher

Pay: \$17-\$20 per hour

Complete inbound and outbound calls. Assign technicians to service calls and update customers prior to arrival.



SENIOR

3

Senior CSR/Dispatcher

Pay: \$20-\$25 per hour

Resolve customer concerns and manage additional projects.



LEAD

4

CSR Lead/Dispatcher

Pay: \$26-\$30 per hour

Train new CSR team members. Manage customer feedback and coordinate daily sales goals.



MANAGER

5

Call Center Manager

Pay \$31-\$35 per hour

Manage CSR and dispatch team members. Write and edit call scripts.



LEADERSHIP

6

Leadership Opportunities

Pay: \$36-\$46 per hour

Sales Manager
Installation Manager
Office Manager
Operations Manager



Wages are based on U.S. Bureau of Labor Statistics (2022) and vary by region.
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Want to learn more about customer service and dispatch?

Scan the QR code!